

Western Region
Quality Improvement Committee
Agenda and Notes

May 14, 2008

- Welcome and Introductions

Attending: Bert Peterson, Beverly Hart, Julene Jones, Kristin Lambert, Elaine Jimenez, L.J. Dustman, Ronda Gates, Evelyn Cloward, Brent Platt, Wendy, Jared Osmond

- Kristen Lambert and Julene Jones with the Office of Services Review

Part of the exit agreement with the Child Welfare group is that QIC committee be an important part of the review of the QCR's. The QCR's came about in 1999 part of the milestone plan. Each region has a QCR (quantitative case review) in which 24 cases are randomly pulled. Each case is reviewed by two reviewers who interview people identified as valuable to the case; such as GAL, teachers, parents, workers, clergy, and doctors. The reviewer is looking at performance indicators, is the child safe, is the child stable, is the system working. The results of the QCR are compiled and made available to the public on the OSR website.

The indicators for the Western Region showed that the QCR went very well. Out of the 24 cases pulled, 21 cases passed, 2 did not. The cases all scored above standards. Reviewers commented on how well the Western Region works together. Comments showed that the Western Region goes above and beyond in dealing with their cases. In one of the cases pulled for the QCR, the family was Spanish speaking. The caseworker got a Spanish interpreter, the safety plan was written in Spanish, the meeting would be stopped so that questions could be asked to ensure everyone understood what was going on. Another example showed how teaming allowed the family to talk outside of the CFTM. A release of information was signed and parents were able to talk with doctors and psychiatrists.

Kristen and Julene handed out papers that showed Child and Family Status Indicators and System Performance Indicators. The system performance shows how DCFS is doing. Western Region hit 100% on tracking and adaptation. Other regions struggle with these areas. Every case overall was beyond acceptable for how the system did. Western Regions score on long term view dropped. Brent is aware of this and has spoken to the state offices. Each office in the region will be having training on long term view, and a summit will be held that will give additional training. This is our focus.

It was noted that the nurses in the Western Region do an awesome job monitoring the health and well being of our children. They have been at 100% for the past 4 years.

- Committee

Immersion project

Place: Provo Marriott Hotel

This will be a catered lunch where we hope to invite media, politicians and the public. A slide show could represent the good things DCFS does. A panel of drug court graduates, foster parents, and bio parents were discussed as a way to have a question and answer period. An intake worker will explain the intake process, and a flow chart will show what happens when an intake call is accepted.

- Next QIC meeting: June 18th, assignments for calls will be made and Immersion project finalized.